The Village of Cremona Library Board

Cremona Municipal Library Policies

Table of Contents

Policy 1	Confidentiality and Retention of Library Records	3
Policy 2	Orientation and Continuing Education of Board and Staff	6
Policy 3	Finance Policy	7
	- Schedule 3-A – Expense Claim Form	10
Policy 4	Personnel	11
	- Schedule 4-A – Library Manager – Job Description	13
	- Schedule 4-B – Library Manager – Wage Scale	16
	- Schedule 4-C – Library Manager – Wage Grid	17
	- Schedule 4-D – Library Manager - Sample Contract	18
	- Schedule 4-E – Library Assistant / Program Coordinator – Job Description	21
	- Schedule 4-F – Library Assistant /Program Coordinator– Wage Scale	23
	- Schedule 4-G – Library Assistant / Program Coordinator– Wage Grid	24
	- Schedule 4-H – Bookkeeper Job Description	25
	- Schedule 4-I – Bookkeeper Sample Contract	26
	- Schedule 4-J – Staff Code of Conduct	27
	- Schedule 4-K - Confidentiality Agreement	30
Policy 5	Selection, Acquisition, and Disposition of Materials	31
Policy 6	Intellectual Freedom and Challenged Materials	32
	- Schedule 6-A – Statement on Intellectual Freedom	33
	- Schedule 6-B – Request for Reconsideration of Library Materials Form	34
Policy 7	Resource Sharing	35
Policy 8	Provisions for Persons Unable to Use Conventional Print Resources	36
Policy 9	Loan of Library Resources	37
Policy 10	Electronic Media Access	38
Policy 11	Hours of Service	40
Policy 12	Children's Library Access	41
Policy 13	Animals in the Library	42
Policy 14	Terms and Conditions for Use of Public Meeting Space	43
Policy 15	Library Board	44
	- Schedule 15-A – Library Board Code of Ethics	48
	- Schedule 15-B – Guidelines for Visitors	50
Policy 16	Freedom of Information and Protection of Privacy	51
Policy 17	Workplace Violence, Harassment, & Other Unacceptable Behaviour	52
	- Schedule 17-A – Incident Report Template	54
Policy 18	Working Alone	55
Policy 19	Hazard Assessment and Control Policy	56
	- Schedule 19-A – Formal Hazard Assessment and Control	57
Policy 20	Social Media, Publicity, and Community Relations	59
Policy 21	Equity, Diversity, and Belonging	62

1 Policy name: **Confidentiality and Retention of Library Records**
Libraries Regulation 7(1)(a), FOIP

1.1 User Records and Personal Information Banks (PIB)

The Village of Cremona Library Board and the Cremona Municipal Library are subject to the Freedom of Information and Protection of Privacy Act (FOIP), Personal Information Protection Act (PIPA) and Alberta Libraries Act.

A. Library Board Members, Staff, and volunteers will only collect patrons' personal information when it is required for the purposes of delivering public Library service.
B. All patron records will be kept confidential but may be shared with resource sharing libraries for the purpose of collecting fines and retrieving borrowed materials. When Library members are registered, they will be informed that their contact information will be available to other libraries for these purposes.
C. Patron records are stored in a single database for all Parkland Library member libraries. Records of items borrowed by individual patrons are only kept on the system database for the period for which each item is borrowed. A patron may specifically request that their borrowing history be retained under account settings. For specific details, see the Parkland Regional Library System Policy Manual.
D. Library Board Members, Staff, and volunteers will hold all personal information on Staff and patrons (including patrons of any other libraries) in confidence.
E. No records are kept on the frequency or content of visits to the Library by specific patrons except for contact information for programs through registration.
F. Staff and volunteers will not discuss with others the reading or viewing habits of patrons.

1.2 Retention of Library Records

A. All Library records will be handled in accordance with the Freedom of Information and Protection of Privacy Act (FOIP), Personal Information Protection Act (PIPA) and Alberta Libraries Act.
B. Cremona Municipal Library will retain Library records based on the schedule provided by the Canadian Income Tax Act and in accordance with schedules provided in item 1.3. The records are to be held in hardcopy and/ or electronic formats.
C. The Library Board Chair has the discretion to retain records longer than the period provided for in this policy.

1.3 Schedule of Records Retention

The records as set out are:
Destroyed – the records shall be destroyed without any copy being retained.
Permanent – the original records shall be preserved and never destroyed.
Replaced – documents are replaced when superseded.

Records are held as:
Electronic – the record shall be retained electronically.
Hardcopy – the original document is retained.
ILS – information is retained only in Integrated Library System

Subject	Description	Format	Yrs. Kept	Action
Accounting/Financial Records	Bank Deposit Books	E/H	7	De
	Bank Reconciliations	E/H	7	De
	Bank Statements	E/H	7	De
	Cancelled Cheques	E/H	7	De
	Cash Receipts Journal	E/H	7	De
	Cheque Register	E/H	7	De
	Invoices	E/H	7	De
	Petty Cash (Vouchers)	E/H	7	De
	Purchase Orders	E/H	7	De
	Receipts	E/H	7	De
	Receivables/Paid Invoices	E/H	7	De
	Payroll	E/H	7	De
	EI Records	E/H	7	De
	Garnishees	E/H	7	De
	Income Tax Deductions	E/H	7	De
	Individual Earnings Records	E/H	7	De
	Journal	E/H	7	De
	T4 Slips/Summaries	E/H	7	De
	Time sheets-Daily/Overtime	E/H	7	De
	Time sheets-WCB	E/H	7	De
	WCB Annual Report	E/H	7	De
Agendas	Part of Minutes	E/H	P	
Annual Reports		E/H	P	
Budgets		E/H	P	
Bylaws		E/H		Re
Contracts		E/H		Re
Correspondence	Historical	E/H	At your discretion	
Deeds or Agreements for Library Space		E/H	P	
Employees and Volunteers	Contact Lists	E/H	Current	Re
	Interview Notes	E/H	1	De
	Job applications (hired)	E/H	7	De
	Job applications (not hired)	E/H	1	De
	Job Descriptions	E/H	Current	Re
	Personnel files	E/H	7 yrs after they leave	De
	Solicited Resumes	E/H	1	De
	Staff Evaluations	E/H	7 yrs after they leave	De
	TD1 Forms	E/H	7 yrs after they leave	De
	Termination	E/H	7 yrs after they leave	De
	Unsolicited Resumes	E/H	1	De
	WCB Claims	E/H	7 yrs after they leave	De
Financial Statements		E/H	7	De
Grant Applications		E/H	7	De
Interlibrary Loan/transit records			Max. 1 yr.	De

Inventory	Capital Assets (after superseded)		7	De
Legislation		E/H	Current	Re
Media Releases		E/H	As needed	
Minutes	Library Board	E/H	P	
Newspaper Clippings		E/H	At your discretion	
Overdue/fine notices			Max 1 yr.	ILS
Parkland Contact List		E/H	Current	Re
Patron Records held in ILS	Expired with fees/fines attached under $25		2	ILS
	Expired with fees/fines attached over $25		7	ILS
Policies	After superseded	E/H		Re
Project Applications to Province	STEP, YCW, etc.	E/H	7	De
Publications	Special reports or documents with historical value	E/H	At your discretion	
Request for Reconsideration of Library Materials		E/H	1	De
Vendors	Correspondence	E/H	7	De
	Warranties	Until expired		De
Workshops	Librarians/ Library Managers/ Board Members		7	De
	Training and Development		7	De

1.4 Disposition of Cremona Municipal Library Records

Library records which have been slated for disposal following the time guidelines outlined above shall be listed in a “Record of Disposition” document recording the date, method of disposal, and name of personnel completing disposal. The records will then be shredded or incinerated by the Library Manager or appointed personnel.

1.5 Permanent Library Records

These will be kept locked in the Library in either a filing cabinet or a room designated for this purpose.

Date Adopted: Nov. 2022
Last Policy Review Date: __Mar. 2024_____

2 Policy name: **Orientation and Continuing Education of Board and Staff**

Libraries Regulation 7(1)(b)

2.1 Library Board Members

A. Orientation of Board Members

New Board Members will be provided with an orientation package that will contain (but not limited to) current:

- Alberta Libraries Act and Regulation
- By-laws and Policies of the Village of Cremona Library Board
- Plan of Service for the Cremona Municipal Library

B. Continuing Education of Board Members

Board Members are encouraged to attend a Library Board Member orientation course and/ or other Library Board courses or conferences.

2.2 Library Manager and Staff

A. A new Library Manager is to have an orientation period with previous Library Manager (if possible), existing Staff members, Board Chair, and Parkland Library Consultant.
B. New Library Staff are to have an orientation period with the present Library Manager.
C. Library Manager and Staff are encouraged to attend Library related courses, meetings, and conventions with expenses paid by the Library Board as finances allow.

2.3 Reimbursement for Training

Continuing education for Board Members and Library employees is to be paid by the Library Board as finances allow.

Date Adopted: Nov. 2022
Last Policy Review Date: ___Mar. 2024_____

3 Policy name: **Finance Policy**
Regulation 7(1)(c)

3.1 Accounts and Signing Authority

A. The Village of Cremona Library Board delegates authority for the management of the bank accounts and credit card account used for operations of the Cremona Municipal Library to the Library Manager or Bookkeeper.
B. The Library Manager or Bookkeeper shall hold current operating funds in the chequing account, saving account, and the card account.
C. Two signatures are required from those individuals with signing authority to access funds in the chequing and saving accounts. A criminal record check is required prior to being granted signing authority.
D. Signing authority is given to the Library Manager, Bookkeeper, and at least two other executive members of the Board as designated by the Board.
E. In accordance with the Memorandum of Understanding between the Village of Cremona and the Cremona Municipal Library, the Board shall manage any surplus or deficit accrued in a fiscal year by depositing or re-allocating funds to and from the library reserve accounts as necessary and designated by the Board.
F. The Library Manager or Bookkeeper shall manage library reserve funds held for contingency and intended to provide an internal source of funds for situations such as a sudden increase in expenses, one-time unbudgeted expenses, unanticipated loss of funding, or uninsured losses in three reserve accounts within the following guidelines. Movement of funds out of the reserve accounts is subject to board approval.
    - Operating Reserve Account – not to exceed 35% of current operating budget and to be topped up annually at fiscal year-end.
    - Salary Reserve Account – holding the equivalent of 3 months of employee salaries and to be topped up annually at fiscal year-end.
    - Building and Capital Asset Reserve Account – to provide funds earmarked for repair or acquisition of buildings, leaseholds, furniture, fixtures, and equipment necessary for the effective operation of the organization.

3.2 Fiscal Year and Budget

A. The fiscal year of the Board shall be January 1 through December 31.
B. The annual budget based on the current Plan of Service will be submitted to the Board for approval by November's Board meeting.
C. Once approved, the budget is then submitted to the Village of Cremona and Alberta Municipal Affairs – Public Libraries Services Branch.

3.3 Capital Expenditures

A. Capital expenditures (over $500) not outlined in the budget must be approved by the Board.
B. Depending on the extent of work to be done and availability of contractors in the area, attempts will be made to acquire three quotes.

3.4 Honorariums

A. For the purposes of this policy, an honorarium is defined as a voluntary payment given to an individual or group in recognition of acts or professional services where custom or propriety forbids a price to be set.
B. Eligible recipients of honorariums may include volunteers, guest speakers, performers, and others who make significant contributions to the library's programs, events, or operations.
C. The amount of the honorarium will be determined based on the nature of the contribution, the individual's qualifications, and the library's available budget but should not be directly representative of the scope and/or time commitment of the task as that may constitute payment of a contractual agreement. The library manager or designated management personnel will have the discretion to determine the appropriate amount.
D. Honorarium payments will be made on a case-by-case basis, and there may be limits on the number of honorariums an individual can receive within a specified time period to ensure equitable distribution of available funds.
E. Recipients of honorariums are responsible for any tax reporting or payment obligations arise from the receipt of the honorarium. The library will provide appropriate documentation as required by tax authorities.
F. Honorarium payments made by the library may be subject to public disclosure in accordance with applicable laws and regulations governing financial transparency.

3.5 Audit

Annually, the financial records of the Village of Cremona Library Board and Cremona Municipal Library will be prepared as soon as is reasonably possible after year end. The Board will appoint an auditor, with the approval of the Village of Cremona. Audited financial statements are to be forwarded to Alberta Municipal Affairs – Public Libraries Services Branch.

3.6 Expenses for Board Members and Library Employees

A. The Library will pay an individual's (who is acting on behalf of the Cremona Municipal Library) expenses to attend Board approved courses and/ or workshops. These expenses may include mileage, accommodations, and registration fees to the extent the Library finances allow. For reimbursement, an expense form is available to submit along with copies of receipts. (Schedule 3-A) The Library Manager may approve staff expenses and the Board Chair or Vice-Chair may approve expenses for Board Members and the Library Manager.

B. Occasionally, Board Members and Staff must pick up Library materials, supplies, and/ or equipment where billing to the Library directly is not possible. The Library will reimburse for these items upon presentation of receipt.

C. Invoices for approved expenses are given to the Library Manager for payment.

3.7 Petty Cash

A petty cash fund of up to $50.00 is to be kept for small expenditures. Record keeping for this account is the responsibility of the Library Manager and Treasurer.

3.8 Service and Equipment Fees

Service	Type		Fee
Printing or Photocopying	Black and White	8 ½ x 11	$0.20 / page
	Colour	8 ½ x 11	$0.75 / page
Laminating			$2.00 / page

Date Adopted: Nov. 2022

Last Policy Review Date: __Oct. 2026_____

VILLAGE OF CREMONA LIBRARY BOARD
EXPENSE CLAIM FORM

Name: _____

Mileage:

Description (Purpose) Date: _____

Travel to/ from: _____

Total kms: _____@ _____ = Total: _____

(Current CRA mileage rate for AB)

Other expenses (attach receipt where necessary):

Total: _____

Total Claim: _____

Dated: _____

Signature: _____

For office use only:

Date paid: _____

Amount: _____ Chq#: _____

Signature: _____

(Library Manager or Board Chair / Vice-Chair)

4 Policy name: **Personnel**
Libraries Regulation 7(2)(a)

4.1 Hiring
- A. Prior to hiring, any position available will be advertised.
- B. The Library Board is responsible for hiring the Library Manager, and contract Bookkeeper
- C. The Library Manager is responsible for hiring Library Staff.

4.2 Orientation
- See Orientation and Continuing Education of Board and Staff (Policy 2-2.2)

4.3 Library Manager

A.	Job Description, Qualifications, Responsibilities, and Expectations…	Schedule 4-A
B.	Wage Scale…	Schedule 4-B
C.	Wage Grid…	Schedule 4-C
D.	Sample Contract	Schedule 4-D

4.4 Library Assistant

A.	Job Description, Qualifications, Responsibilities, and Expectations…	Schedule 4-E
B.	Wage Scale…	Schedule 4-F
C.	Wage Grid…	Schedule 4-G

4.5 Bookkeeper

A.	Job Description, Responsibilities	Schedule 4-H
B.	Sample Contract	Schedule 4-I

4.6 Janitor
- A. Responsible for general cleaning as directed by the Library Manager, including specific tasks for seasonal or Library events. Wages to be determined by the Library manager following Alberta Employment Standards.

4.7 Hours of Work
- A. Hours of work for the Library Manager shall be set by the Board according to the service needs as determined by the Board.
- B. Hours of work for all other positions are determined according to need and at the direction of the Library Manager.

4.8 Code of Conduct

A.	All employees including the Library Manager will sign and adhere to the Staff Code of Conduct	Schedule 4-J
B.	All employees including the Library Manager will sign and adhere to the Cremona Municipal Library Confidentiality Agreement.	Schedule 4-K

4.9 Performance Evaluation
- A. The Board Chair will perform an annual evaluation of the Library Manager position.
- B. Evaluations of Library Staff are to be completed annually by the Library Manager.
- C. Evaluations are to be filed in personnel files in accordance with Schedule of Records Retention (Policy 1-1.3).

4.10 Grievance Procedure
- A. An employee or Library volunteer who has a grievance or concern related to their employment in the Library should first discuss the concern with the Library Manager in attempt to resolve the matter. If the Library Manager has a concern, they should discuss the matter with the Library Board Chair.
- B. If the griever and the Library Manager or the Library Manager and the Board Chairperson cannot resolve the issue, a full written record of the concern should be made to the Library Board within 15 days of the discussion.
- C. After receiving and considering the written concern, the Board should make a decision regarding the grievance. A written record of this decision should be forwarded to the griever within 30 days of the original written concern being received.
- D. A copy of the original written concern and the written record of the decision will be kept in the personnel files in accordance with Schedule of Records Retention (policy 1-1.3).
- E. If the response or decision of the Library Board is unsatisfactory to the griever, they have the right to appeal to other organizations as applicable:

- Alberta Employment Standards: Contact for issues related to hours of work, holiday pay, days off, maternity and parental leave, overtime hours, vacations, wage payment, and employee termination.
- Occupational Health & Safety: Contact for issues related to workplace safety, including working alone.
- Office of the Information and Privacy Commissioner of Alberta: Contact to make a request for your personal information under the FOIP act. For more information about the FOIP act, contact Service Alberta.
- Alberta Human Rights Commission: Contact for questions regarding discrimination in the workplace.

4.11 Holidays, Bonuses, Long Service Awards, Vacation and Leave

A. Cremona Municipal Library will be closed on the following holidays. Staff will be paid in accordance with Alberta Employment Standards.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Truth & Reconciliation Day
- Thanksgiving
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day

B. Year-end bonuses are to be given annually by the Board to show the Library Staff that they and their dedication to our Municipal Library are appreciated and valued.
Bonuses are to be added to the December employee pay.
- Library Manager – $100
- Library Assistants – $50

C. Long Service Awards

Years of Service	Framed Certificate	Engraved gift	Cash
5 years	Yes	Up to $25	$50.00
10 years	Yes	Up to $35	$100.00
15 years	Yes	Up to $45	$150.00
20 years	Yes	Up to $55	$200.00
25 years	Yes	Up to $65	$250.00

D. Vacation pay (in accordance with minimum Alberta Employment Standards) is to be added onto each employee's regular paychecks.

E. Library Manager is required to complete a schedule covering hours of operation. Staff may request days off without pay and the Library Manager can accommodate the request within the schedule.

F. In the case of an extended absence, illness, or serious legal matters for the Library Manager, the Board will make recommendations for coverage of the Library Manager position.

4.12 Procedures for Suspension or Dismissal of Library Manager.

A. The Board is required to discuss any concern in a closed meeting without the Library Manager present.
B. Then the Board is required to hear from the Library Manager on the concern.
C. Once the Board has heard both sides, the Board shall meet again in a closed meeting without the Library Manager present to discuss and make recommendations.
D. The recommendations should be put in writing and presented to the Library Manager as written notice of the concern, a copy placed in the personnel files, and the beginning of a one-month probation or suspension period with pay.
E. After the one-month probation or suspension period, another review in closed meeting without the Library Manager present is to be completed.
F. The Library Manager will then be informed in writing of the Board's decision.
G. Written recommendations and decisions are to be kept in the personnel files in accordance with Schedule of Records Retention (policy I-3).
H. If the Library Board chooses to terminate the employment contract with the Library Manager, written notice must be given at least 2 weeks in advance of termination.
I. If the Library Manager chooses to terminate employment with the Library Board, written notice must be given at least 2 weeks in advance of termination.

Date Adopted: Nov. 2022
Last Policy Reviewed Date: ___May 2026_____

Policy 4 Schedule 4-A

Library Manager Job Description

General Description:

Under the direction of the Village of Cremona Library Board, the Library Manager is responsible for the overall management of the Library. As Chief Executor Officer for the Library, the Library Manager will ensure that the Cremona Municipal Library is managed within the bylaws, policies, and budgets approved by the Board and is responsible for implementing the Plan of Service through the operations of the Library.

Position reports to: The Library Board. The Board Chair shall serve as the liaison between the Board and the Library Manager in between Board meetings.
Positions that report to this position: Library Assistants

Responsibilities: The Library Manager has responsibilities in the following areas:

1) The Library Board

- Cultivates a healthy, mutually-empowering relationship with the Library Board. Supports the Board's work.
- Attends Board meetings.
- Provides regular reports to the Board on all matters essential to the effective functioning of the Library and the Board.
- Provides professional expertise, prompt and accurate Library information and opinions to the Board.
- Understands the framework for public Library service in Alberta and maintains a working relationship with the Parkland Regional Library System.
- Understands, applies, and explains applicable laws, including the *Libraries Act* and *Libraries Regulation*.
- Assists Board Chair in identifying assignments to working committees of the Board and developing Board leadership.
- Ensures implementation of the Board's vision and strategic direction outlined in the Plan of Service.
- Performs ongoing evaluation to help the Board gauge the success of the Plan of Service.
- Ensures accurate statistics are kept. Documents Library use in terms of community impact and value.
- Drafts and recommends policy for consideration by the Board.
- With the Board, develops HR policies that support a healthy work environment and meet applicable standards.
- Participates in Board and committee activities as required.
- Orients new Board Members to Library operations if requested.

2) General Administration

- Ensures implementation of the Board's vision and strategic direction outlined in the Plan of Service.
- Directs policy implementation and administers the organization.
- Develops procedures that guide safe, efficient and effective Library operations.
- Manages the day-to-day operations of the Library including overseeing purchases for the collection.

3) Personnel Administration

- Provides effective leadership of Staff.
- Plans for and supports Staff development and training.
- Contributes to effective decision-making regarding Library services and programs.
- When leading meetings, manages the meeting to optimize information sharing and decision making.
- Applies effective change-management strategies to assure effective implementation of change and acceptance by stakeholders.
- Understands and applies legal standards and requirements for human resources (HR)/ personnel management.
- Builds a productive workforce through effective recruitment and selection.
- Creates an organizational structure that enables a culture of teamwork and exemplary service.
- Empowers and supports employees to deliver effective, high quality Library service.
- Engages Staff in coaching conversations.
- Establishes effective strategies for performance management.
- Ensures that Library volunteers are recruited, trained, and evaluated effectively.

4) Financial Control

- Understands and employs basic budget and finance concepts and terminology.
- In the absence of a contract Bookkeeper the Library Manager will:
    - Establish strategic financial management processes in coordination with the Board, using sound financial judgement.
    - Manage the bank accounts and credit card account used for operations of Cremona Municipal Library.
    - Audit and process invoices and payments for Cremona Municipal Library and ensure timely disbursements for expenses and revenue deposits.
    - Perform all human resource duties including payroll, tax remittance, and T4 information.
    - Manage the use of funds outlined in the annual budget throughout the year.
    - Input income and expenses into QuickBooks.
    - Complete yearly financials for annual budget and auditor.
    - CRA payments
    - WCB payment/GST
    - Provide yearly balance statements/income and expense reports.
    - Act as liaison between village administration and the Library on library financial interests and initiatives.
    - Be responsible for grant applications and any applicable reporting requirements.
    - Act as liaison with funders obtaining funding for library operations, organize and report all charitable donations to the library including the administration of all tax receipts.
    - Prepare and present financial reports to the Board as required.
- Oversees the Library's financial tracking.
- Sits as a member of the Board Finance Committee, which prepares the annual budget.
- Initiates and prepares applications for funding for projects and programs, and follows through on reports of expenditures, as required.

5) Relationship Management

- Cultivates a presence and relationship with municipal council. Cultivates a good working relationship with municipal employees as applicable.
- Seeks to expand and deepen other community leaders' awareness and understanding of the public Library.
- Contributes to the planning efforts of the municipality and other community organizations.
- Cultivates a healthy working relationship with groups such as the Friends of the Library when applicable.
- Builds relationships with other key agents in Alberta's public Library sector, including the local Library system, Public Library Services Branch, and other associations and entities. Attends relevant meetings and represents the Library at community functions as time and budget permits.
- Ensures effective and friendly representation of the Library to the community. Promotes increased public awareness of the Library.

6) Other Professional Responsibilities

- Participation in ongoing training through Parkland Consultation Services a minimum of twice a year.
- Keeps abreast of current developments in Library services and programs through attendance at training workshops, seminars, and conferences as budget allows.
- Assumes other duties as required.
- Follows and promotes compliance of provincial and AHS regulations regarding health and safety, including Covid-19 regulations.
- Recommended to have current first aid training and knowledge of AED (defibrillator) usage.

Qualifications:

- A post-secondary degree in Library & information studies
  Or
- A Library technician diploma
  Or
- Other related training or experience

Familiarity with Library resources and practical knowledge of Library operations, acquired through a combination of education and experience.
Experience in a supervisory or management role is an asset. Leadership ability is preferred.
Canadian citizen or able to work in Canada.
Must provide an acceptable and current Police Vulnerable Sector Check. This is to be updated and kept current every 3 years. Any cost / expense (if required) will be covered by the Board.
Must be compliant with any AHS requirements for current vaccinations and protocols and must provide proof of such.
High emotional intelligence.
Act as a liaison between Board and Staff.
Interpret Board policy decisions to Staff.
Develop plans of action, and carry them through to their successful completion.
Recognize and set priorities and to use initiative and independent judgement in a wide variety of situations.
Select, develop, motivate, and evaluate Staff.
Build strategic partnerships and community coalitions, and foster positive relationships.

Working Conditions:

- Working a minimum of 25 hour/ week
- Occasional evening or weekend work, or shift work
- Occasional work with difficult clients
- Valid driver's license

Physical Requirements:

- Occasionally stand for extended periods of time
- Moves between the desk, shelves, and computer terminals
- Range of movement (bends, stoops, and reaches) is required
- Occasionally lift up to 35 lbs

Library Manager - Wage Scale November 2021

Library Manager without bookkeeping duties

Wage Range $23.00 - $30.44+ /hour

- Starting wage @ $23.00 /hour
- @ 6 mos. increase to $24.00 /hour
- @ 1 year increase to $25.00 /hour
- @ 2 years increase to $26.00 /hour

- Further wage increases to be implemented annually in the month following the anniversary of their start date.

Library Manager with bookkeeping duties

Wage Range $25.00 - $32.80+/hour

- Starting wage @ $25.00 /hour
- @ 6 mos. Increase to $26.00 /hour
- @ I year increase to $27.00 /hour
- @ 2 years increase to $28.00 /hour

- Further wage increases to be implemented annually in the month following the anniversary of their start date.

Wage Grid for Library Manager

32.50											32.80
32.25											
32.00										32.16	
31.75											
31.50										31.53	
31.25											
31.00											
30.75									30.91		
30.50											
30.25								30.30			30.44
30.00											
29.75										29.85	
29.50							29.71				
29.25										29.27	
29.00						29.13					
28.75											
28.50					28.56				28.70		
28.25											
28.00				28.00				28.14			
27.75											
27.50							27.59				
27.25											
27.00			27.00			27.05					
26.75											
26.50					26.52						
26.25											
26.00		26.00		26.00							
25.50											
25.00	25.00		25.00								
24.50											
24.00		24.00									
23.50											
23.00	23.00										
	Start	6 mo	1 yr	2 yr	3 yr	4 yr	5 yr	6 yr	7 yr	8 yr	9 yr	10 yr

Based on 2% “Cost of Living Increase”.

(from start wage to 10 years employment and meant to be added to when needed beyond 10 years employment following an annual 2% increase.)

EMPLOYMENT CONTRACT AGREEMENT

Date: _____

Name: _____

Address: _____

_____

Dear _____:

RE: Employment with the Cremona Municipal Library & Village of Cremona Library Board

We wish to make the following offer of employment to you:

Contract Part-Time Position

You will be employed as a _Library Manager_ with Cremona Municipal Library working:

_____ hours per week.

Duties

You agree to diligently, efficiently and faithfully perform all duties set out by the Cremona Municipal Library and Village of Cremona Library Board including, but not limited to, those set out in the Library Manager Job Description.

You agree to take on the bookkeeping duties as part of you employment as Library Manager [ ] yes [ ] no

Remuneration

Your wage for this position will follow the Library Manager Wage Grid that was established by the Village of Cremona Library Board. Your wage will be $ per hour for the first six months and $ per hour until the one-year mark. A wage adjustment will be made each subsequent year according to the Wage Grid. The Wage Grid is to be analyzed by the Board every three years and adjusted as necessary with consideration to cost of living allowance. Applicable benefits will include vacation pay at the minimum Alberta employment standards rate.

Probation

Notwithstanding anything to the contrary contained herein, the _three-month period of _____ until _____, shall be deemed to be a period of probation in which the Employer may terminate the employment at any time and without notice or just cause.

Termination by Employer

The Employer may terminate the employment relationship with the Employee at any time and without notice if the Employer has just cause to do so.

Where the Employer does not have just cause for termination, the Employer may terminate the employment relationship by providing the Employee with reasonable notice of the termination (2 weeks) or by providing pay in lieu of reasonable notice.

Additionally, the Employer is not responsible for any expenses experienced by the Employee that result from the termination of the employment relationship including but not limited to, moving expenses and expenses incurred to find alternate employment.

Termination by Employee

You may terminate your employment at any time by providing the Board Chair in writing a letter with reasonable notice (2 weeks).

Right of Set Off

In the event that your employment is terminated either by you or Cremona Municipal Library, you agree that Cremona Municipal Library has the right to set off against or deduct from your salary or other entitlements (including, but not limited to, any vacation pay you are entitled to, or salary in lieu of notice) any sum of money that is owing by you to Cremona Municipal Library at the time of termination.

Other Terms and Conditions

You agree that Cremona Municipal Library and Village of Cremona Library Board has the right to enact or invoke policies and procedures governing its employees, and you agree to be bound by all such policies and procedures, except where they specifically contradict the terms of this offer letter.

Entire Agreement

This letter, and all other documents referred to or incorporated herein, constitute the entire agreement between the parties, and replaces and supersedes all previous communications, representations, understanding and agreements whether written or verbal between the parties.

Summary

Please review and consider the above provisions carefully. If you would like to accept this position on the above terms and conditions, please sign this letter in the location indicated below. We look forward to working with you.

Thank you.

Yours truly,

Chair, Village of Cremona Library Board

CHAIR: _____ _____

Print Name Sign Name

CREMONA MUNICIPAL LIBRARY & VILLAGE OF CREMONA LIBRARY BOARD CONTRACT

Enclosures:

- Copy of Library Manager Job Description
- Copy of Library Manager Wage Grid
- Copy of Library Manager Wage Scale

I have read and considered the above provisions, and accept these provisions as the terms and conditions of my employment with Cremona Municipal Library.

Agreed to and accepted this _____ day of _____, _____.

EMPLOYEE: _____ _____

Print Name Sign Name

Library Assistant Job Description

General Description:

Library Assistants are responsible for assisting with the administration and organization of a Library. Their duties include providing desk/ counter customer service, participating in collection maintenance and implements Library policies and procedures.

Prepares, organizes and delivers Library programming to connect community needs and interests.

Position reports to Library Manager.

Duties/ Responsibilities:

Regularly provides desk/ counter customer service. Assists customers find information/ items, circulates and reserves materials; loans Library materials such as books and DVDs to patrons and collects the returned materials.

Catalogs and maintains the Library materials; Participates in collection maintenance per guidelines, as required; checks condition of materials and recommends replacements as necessary.

Handles inter-Library loans. Registers/ updates memberships.

Assists the Library Manager to design and plan programs. Delivers programs and outreach for all ages. Applies and adapts existing content according to community needs/ interests. Delivery of programs may be in person or virtual and may be on-site or off-site.

Uses and maintains computer Library database to help locate Library materials; Provides basic technological assistance.

Notifies customers of overdue/ reserved materials; processes charges/ fines. Addresses minor complaints; implements Library policies and procedures.

Promotes diversity and inclusion in the Library's collection, services, and membership.

Participates in Library Staff meetings.

Backs up other Library Staff in their absence.

Performs related duties as assigned.

Helps plan and participate in special Library events such as a children's movie night, used book sales, or other special programs.

Follows and promotes compliance of provincial and AHS regulations regarding health and safety.

Recommended to have current first aid training and knowledge of AED (defibrillator) usage.

Knowledge, Skills & Abilities:

Should have familiarity with Library resources and practical knowledge of Library operations, acquired through a combination of education and experience. Related experience working with groups in community programs would be an asset.

Knowledge of the local community served by the Cremona Municipal Library.

Knowledge of and ability to comply with policies and procedures.

Ability to plan, develop, research, and deliver best practices to support community needs and interests, and to motivate residents of all ages to access services, programs, and resources.

Human relations and communication skills to interact with/ assist the public/ members of all age groups, exercising patience and understanding; add input to collection development opportunities; conduct group presentations and programs; communicate/ collaborate with other Library Staff for daily operations, resources, and troubleshooting; and participate as an effective team member.

Computer skills with ability to use programs such as Microsoft Office, Library automation software, the internet, social media, mobile devices, digital resources, and video/ editing/ recording software.

Ability to read books, articles, and other material to stay current with trends and development in Library and information services, and programming practices and programs. Ability to write brief articles for the local media, and create bulletin Boards and book displays.

Ability to work and make minor decisions independently, referring to management for direction regarding difficult information inquiries, duties, and situations outside procedures.

Must provide an acceptable and current Police Vulnerable Sector Check. This is to be updated and kept current every 3 years. Any cost / expense (if required) will be covered by the Board

Must be compliant with any AHS requirements for current vaccinations and protocols and must provide proof of such. Ability to work shifts that can include evening and weekend hours.

Working Conditions:

Moves between the desk, shelves, and computer terminals.

Range of movement (bends, stoops, and reaches) is required.

Regularly lifts stacks of materials weighing up to 35 lbs.

Policy 4 Schedule 4-F

Library Assistant - Wage Scale

March 2023

Wage Range $15.50 - $21.67+ /hour

- Starting wage @ $15.50 /hour - $17.00 /hour
- @ 6 mos. increase to $15.75 /hour - $17.25 /hour
- @ 1 year increase to $16.25 /hour - $17.75 /hour
- @ 2 years increase to $17.00 /hour - $18.50 /hour

- Further wage increases to be implemented annually in the month following the anniversary of their start date.

Policy 4 Schedule 4-G

Wage Grid for Library Assistant / Program Coordinator

22.00												
21.75												
21.50												21.67
21.25											21.25	
21.00												21.06
20.75										20.84		
20.50											20.65	20.47
20.25									20.43	20.25		
20.00								20.03			20.07	
19.75									19.86			19.92
19.50							19.64	19.48		19.68	19.52	
19.25						19.25			19.30			
19.00							19.10			19.14		
18.75					18.87	18.73		18.93	18.76			
18.50				18.50			18.56					
18.25					18.36	18.20		18.40				
18.00				18.00			18.04					
17.75			17.75		17.85							
17.50				17.50		17.68						
17.25		17.25	17.25		17.34							
17.00	17.00			17.00								
16.75		16.75	16.75									
16.50	16.50											
16.25		16.25	16.25									
16.00	16.00											
15.75		15.75										
15.50	15.50											
15.25												
15.00												
	Start	6 mo	1 yr	2 yr	3 yr	4 yr	5 yr	6 yr	7 yr	8 yr	9 yr	10 yr

Based on 2% “Cost of Living Increase”.

(from start wage to 10 years employment and meant to be added to when needed beyond 10 years employment following an annual 2% increase.)

CREMONA MUNICIPAL LIBRARY BOOKKEEPER JOB DESCRIPTION

Accountable to Library Manager and Village of Cremona Library Board.

This position is a contract position and not a direct employee of the Cremona Municipal Library.

Provide a current criminal record check – any cost / expense (if required) will be covered by the board.

DUTIES:

- MONTHLY (IN CONSULTATION WITH LIBRARY MANAGER & CHAIR)

1. Input income & expenses into QuickBooks
2. Reconcile accounts
3. Access to bank accounts with signing authority for payments
4. Transfer money between accounts as needed
5. Monitor reserve accounts for re-investment or renewal
6. Payroll and e-transfer money to Staff accounts
7. CRA payments
8. Provide financial information for grant accounting
9. Provide monthly financial reports to Library Board

- YEARLY

1. Provide balance statement/ income & expense reports

2. WCB payment/ GST/ T4s

3. Provide input for budget planning

4. Provide financials for annual budget and auditor

BOOKKEEPING SERVICES AGREEMENT 2022-2023

BETWEEN: Village of Cremona Library Board (The "Client") AND

_____ of _____ (The "Contractor")

Cremona Municipal Library is a not-for-profit organization that is accountable to the Village of Cremona Library Board ("The Board") for matters of governance and finance. The contracted Bookkeeper must be committed to providing reliable, professional, and confidential services.

The both parties agree to the terms and conditions set out in this agreement.

A. The Contractor will begin employment on the _____ day of _____, _____.

B. Subject to termination (as provided in this agreement), the length of this contract will be one year, ending on the _____ day of _____, _____. Renewal for future years can be discussed no later than _____ if both parties wish to enter into another agreement.

C. Job title will be as follows: _____ (see Job Description)

D. The Contractor agrees to instruction and general supervision by the Library Manager and the Board.

E. Compensation will include a wage at the rate of _____ /hr and will be payable quarterly.

F. If the Contractor wishes to terminate their employment, they will send written notice to the Board at least four weeks in advance.

G. If the Client wishes to terminate the contract before the end of the year, written notice will be sent at least four weeks prior to termination.

Signed on this _____ day of _____, _____

Village of Cremona Library Board (Client)

_____ _____

_____ _____

(Chair - - Printed & Signed) (Contractor - - Printed & Signed)

Witnessed by: _____

_____

Staff Code of Conduct

Each Library employee is a representative for the Library, and their actions and appearance contribute to the Library's public image. Cremona Municipal Library expects its employees and managers to adhere to the highest standards of personal and professional competence, integrity, and impartiality to ensure public confidence and trust is maintained.

Ethics

1. Library employees have an obligation to maintain confidentiality of information that may be learned about the Library's affairs, the public, and other employees. Cremona Municipal Library is committed to protecting the privacy of our members and all patrons who interact with library staff or volunteers. Personal information is collected under the authority of Alberta Libraries Act for the administration of library operations.
2. Retention of personal information is governed under the Freedom of Information and Protection of Privacy Act (FOIP), Personal Information Protection Act (PIPA) and Alberta Libraries Act.
3. To ensure public trust in the library, staff must be, and appear to be, both personally impartial and free to undue political influence in the exercise of their duties. Employees engaged in political activities must separate those personal activities from their official positions and political activities must not take place during work hours or utilize library assets, resources or property. Employees wishing to run for elected office must request, and obtain, a leave of absence without pay, and abide by the respective legislation governing such elections.
4. Staff are expected to make decisions that benefit the Library and its patrons. Decisions are to be free from undue influence and not act or appear to act in order to gain financial or other benefits for themselves, family, friends, or business interests. If staff find themselves in either an actual or perceived conflict of interest, where they feel that competing interests may make if difficult for them to fulfil their duties impartially, they must report this situation to their supervisor.
5. Library employees shall not accept any gift, hospitality, or entertainment that could be construed as given in anticipation of future, or of past, special consideration by the Library such as cash gifts. Library employees may accept customary business hospitality, such as meals and promotional items (ie: mugs, hats, shirts, pens) provided the expenses involved do not exceed a nominal value of $50.00 and they are infrequent.
6. Library employees may not participate in any Library contest open to members of the public. Immediate family members of Library employees may only participate in Library contests where winners are chosen randomly.
7. Library staff will not engage in nepotism. The Library prohibits hiring situations where preferential treatment in being recruited and/or selected for vacancies, or relatives would be supervised by or subordinate to, one another.
8. Library employees shall not engage in any outside employment, activity, business undertaking, or any type of financial enterprise where:
   A) It will interfere with or appear to interfere with their duties as a Library employee.
   B) The employee will have an advantage or appear to have an advantage derived from their employment with the Library.
   C) It will or might appear to influence their judgement or impartial discharge of their duties.

9. Library staff will not use equipment, supplies, or services for activities not associated with the discharge of their library duties.
10. Employees must ensure that any property (including cash, cheques, documents, inventories and equipment) in their care as a part of their job duties are properly secured and protected at all times. This responsibility extends to the use and security of any purchasing or access code cards (eg. Photo ID cards, Photo ID fobs, passwords).
11. Discipline will be automatic and severe if any employee reports for work under the influence of alcohol and/or other substances that effect the employee's ability to assume full responsibility of their job in a safe and healthy manner. The illegal use, sale, purchase, transfer or possession of any restricted or controlled drug, narcotic, or any other substance on Library property is prohibited and will result in discipline.
12. All Library staff shall follow both library and Village controls established to prevent fraudulent misconduct and all applicable laws, regulations, and government guidelines. All employees shall exercise honesty, integrity, objectivity, and diligence and shall not knowingly be party to any fraudulent activity, including theft. All managers are responsible for ensuring that adequate internal controls are in place to prevent and detect fraud. Library Management is accountable for monitoring employee activity and performance and ensuring all employees are aware of, and in compliance with, controls, policies and procedures.
13. Library Staff that have reasonable grounds to believe that a violation of the Code of Conduct has occurred should report such activity or behaviour, verbally or in writing to their manager, CEO, or Board Chair.
14. The Library will not condone retaliation of any kind by or on behalf of the Library or its employees against good faith reports or complaints of Code of Conduct violations, or other illegal or unethical conduct. All Library staff must co-operate fully during an investigation of alleged wrong doing in relation to this Code of Conduct.
15. Any employee that is found to have violated the Code of Conduct will be subjected to disciplinary action up to and including discharge from employment.

Conduct

Employees of Cremona Municipal Libraries will:

1. Strive to assume a positive intent in all interactions, giving others the benefit of the doubt.
2. Speak and behave in a manner that is respectful and courteous towards all persons whether superiors, subordinates, peers, or patrons.
3. Strive to ensure a work environment free from discrimination and harassment and promotes an atmosphere that respects the dignity, self-worth and human rights of every individual.
4. Promote a safe and healthy workplace.
5. Take responsibility for personal/common work areas: keep work areas, public desks, and display spaces tidy and clear of clutter, recognizing that first impressions at our "front door" can have a lasting impact on public perceptions of service.
6. Refrain from personal chatting, phone calls, internet browsing, texting, emailing, and reading during work time.
7. Greet people when they enter the library, follow up with them, and inform them of programs, services, and options available.
8. When stating a policy/procedure, explain the reason for it and offer possible options. Request help from co-workers if a question cannot be answered, or take the person's contact information and commit to getting back to them in a timely manner (generally within two business days).

9. Respect that only the Library Manager and Board Chair speak officially on behalf of the Library in regards to policies, strategic plans, and governance issues. Employees will politely receive questions and concerns, record appropriate details and contact information, and refer to their manager for processing, assuring the member of the public/media that a response will be forthcoming in a timely manner (generally within two business days).
10. Not allow personal relationships to affect professional relationships.
11. Be dependable and responsible by arriving for work and meetings on time, completing assigned work on schedule, being considerate of co-workers' time constraints and schedules, and showing respect for library property and resources.
12. Employees are expected to arrange for reliable transportation to and from work and to make every possible effort to report to scheduled shifts, even under adverse conditions. If an employee is unable to report to work after exhausting all options available, for whatever reason (eg. weather, health issues. etc), that employee is responsible to inform the Library Manager at least one-hour prior to the start of that shift. It is the Library Manager's responsibility to ensure coverage of that shift. The Library Manager is responsible to arrange for employee, Board, and public notification in the event of unforeseen closures. It is the responsibility of the employee to be able to show evidence of their efforts to report to their missed scheduled shift or be willing to provide evidence of the reason for missing their shift such as a doctor's note.
13. Not abuse staff library privileges, such as staff patron status, early access to new materials, prime parking spots, or any other privilege that might give the perception of staff disadvantaging our patrons.
14. Respond appropriately when given constructive feedback, exhibiting a desire and efforts to improve performance.
15. Reference and adhere to other related policies: Workplace Violence, Harassment, & Other Unacceptable Behavior; Working Alone; Hazzard Assessment and Control Policy.

The Library Board may, at its discretion and through a resolution of the Board, augment or amend the Staff Code of Conduct as required.

Signed this _____day of _____(month), _____(year)

_____/_____

(print name) (sign name)

(Library Manager or Board Chair)

In conjunction with

Village of Cremona Library Board

Confidentiality Agreement

As an Employee or Volunteer of the Cremona Municipal Library, it is understood and herby agreed to abide by the following conditions by the undersigned:

1. Any information, recorded or otherwise, received or acquired in connection with any duties is considered confidential. Confidential information includes all records that may or may not divulge personal information.
2. All information given out or discovered in the course of any duties or with regards to all library operations shall be held in confidence.
3. Employees or Volunteers agree not to use or disclose confidential information for their own personal benefit or the benefit of any other person, corporation or entity for a period of 5 years, after leaving or being terminated, from any of the above noted positions.
4. Public statements shall only be made to the media in keeping with the Cremona Municipal Library and Village of Cremona Library Board Media Policy.
5. At all times, the undersigned shall act in a professional manner in the performance of any duties as an Employee or Volunteer of the Cremona Municipal Library.

Signed this _____day of _____(month), _____(year)

_____/_____

(print name) (sign name)

_____

(Library Manager)

5 Policy name: **Selection, Acquisition, Restriction, and Disposition of Materials**

Libraries Regulation 7(2)(b), Part 5.1

5.1 Selection

A. The selection of Library materials is primarily done by the Library Manager. Sources which are to be consulted for evaluation of material purchases are to be online professional book reviews, book review journals, periodicals, television and/ or radio programs, and local newspapers. Patron and Board Member suggestions for book purchases will also be considered.

B. Standards which are to be applied to all material purchases are as follows:
   - Varying levels of writing ranging from pre-school through senior citizen interest areas
   - Materials which deal with current topics and interest
   - Materials by authors who are known and popular with clientele
   - Materials frequently requested by patrons
   - Lost or damaged materials which are in high demand may be replaced

C. The collection should be developed such that a wide diversity of views and expressions are represented.

5.2 Acquisition

A. Acquisition refers to both purchases as well as gifts/ donations.

B. The Library will provide a wide variety and level of materials as the budget and space will allow.

C. Gifts/ donations will be accepted if they meet the same standards as those for purchased materials. Gifts/ donations are to be encouraged with the understanding that all materials become the property of the Library to do with as they see fit.

D. In compliance with Canada Revenue Agency policies, the Library may issue receipts for cash or in-kind donations (at market value) without a charitable status designation. The Board Treasurer or Library Manager will issue receipts as required.

5.3 Restriction

A. Persons 15 years old and younger are restricted from accessing, using, and borrowing library resources and materials that contain visual depictions of a sexual act unless the person's parent/guardian has provided written authorization for full access to library resources and materials.

B. Identifying library resources that are subject to restriction based on *Libraries Regulations.*
   - Print Materials (eg. books, magazines, comics, and graphic novels)
     - Regular collection review of print materials with pictures, images, drawings, photos, and visual depictions.
     - Parkland Regional Library System codes and restricted lists.
     - Recommendations from other libraries.
   - Video Recordings (eg. DVDs, movies)
     - Use existing industry ratings.
   - Video Games
     - Use existing industry ratings.

C. Any resources or material that is deemed restricted will be labeled with a visual code indicating restriction.

D. Any resource or material that is deemed restricted will be kept physically separate and under staff control.

5.4 Dispositions

A. The Library Manager may elect to remove materials from the circulating collection based on the following criteria:
   - Materials that no longer fit the stated mission or Plan of Service priorities of the Library
   - Physical condition and appearance
   - Currency and accuracy of subject matter
   - Non-circulating
   - Available elsewhere

B. With the following exceptions:
   - Materials of local interest (history etc.) will generally be kept in the collection as long as possible

Date Adopted: Nov. 2022

Last Policy Review Date: ____Oct. 2026_____

6 Policy name: **Intellectual Freedom and Challenged Materials**

6.1 The Village of Cremona Library Board subscribes to the *Statement on Intellectual Freedom and Libraries* of the Canadian Federation of Library Associations, as found attached to this policy. (See Schedule 6-A)

6.2 The Village of Cremona Library Board does not believe its role, or that of its staff, is to censor materials or act in any way as the supervisor of public morals. It believes in the freedom of the individual and the rights and obligations of parents to develop, interpret, and enforce their own code of acceptable conduct/reading upon their own household.

6.3 If an individual strongly objects to an item, they may complete a "Request for Reconsideration of Library Material" form (Schedule 6-B), and submit this form to the Library Manager for review by the Board. Only requests for reconsideration submitted on this form will be considered by the Board.

6.4 Any individual who wishes to file a formal request for reconsideration must be a resident of the Village of Cremona or Mountain View County and have a Parkland Regional Library System membership.

6.5 Any individual who wishes to file a formal request for reconsideration must have read, viewed, or listened to the material in its entirety.

6.6 Each request will be limited to a single title.

6.7 The procedure for receiving requests for reconsideration of library materials is as follows:

A. Discuss the request with the patron by the Library Manager.
B. Review Selection, Acquisition, and Disposition Policy. (policy 5)
C. Provide a "Request for Reconsideration of Library Material" form to the patron. (see Schedule 6-B)
D. Inform the Board Chair.
E. The Board will review the written request, usually at its next regular Board meeting in closed session.
F. Form a material review committee (at least 2 members of the Board and the Library Manager).
G. Committee review of material in closed session, shall include:
    - Read and/or view the challenged item.
    - Seek out and read professional reviews and other evaluations of the challenged item.
    - Determine if challenged item meets the Selection, Acquisition, and Disposition Policy. (policy 5)
    - Provide a written report of committee recommendation to the Board.
H. The Board votes on the "Request for Reconsideration of Library Material" based on the committee's recommendation.
I. Communicate the Board's decision to the patron in writing.
J. The Board's decision is final

Date Adopted: Nov. 2022
Last Policy Review Date: ____Mar. 2024_____

CANADIAN FEDERATION OF LIBRARY ASSOCIATIONS STATEMENT ON INTELLECTUAL FREEDOM AND LIBRARIES.

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and prompts the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with this principle, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thought publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Approved by Executive Council June 27, 1974
Amended November 17, 1983; November 18, 1985; and September 27, 2015

Policy 6 Schedule 6-B

Request for reconsideration of Library Materials Form

Date issued: _____Date returned: _____

Author/Creator of the item: _____

Title of the item: _____

Item Format: _____

Request initiated by: _____Name: _____

Parkland Regional Library System membership number: _____

Address: _____

Telephone: _____

Requester represents: Self_____ OR name of organization: _____

1. Did you read/ listen to/view the entire item? _____
   If not, what parts? _____
2. To what in the item do you object? (Please be specific, site pages or scenes)
   _____
3. What do you feel might be the result of reading/ viewing/ listening to this item?
   _____
4. Is there anything positive about this item?
   _____
5. Have you read any professional reviews of this item by literary critics/ reviewers? If yes, please list the publications here.
   _____
6. What would you like your Library to do about this item?
   _____
7. In its place, what materials would you recommend the library select that would cover the same subject or content? _____
8. Have you read the Cremona Municipal Library Selection, Acquisition, and Disposition of Materials Policy?
   [ ] Yes [ ] No

By signing this form, I understand that I am making a formal request to the Village of Cremona Library Board/ Cremona Municipal Library about an item available for checkout. I acknowledge that this document will become property of the library and retained records as soon as it is received by library staff.

Requester's Signature: _____

Library Manager Signature: _____

7 Policy name: **Resource Sharing**

Libraries Regulation 7(2)(c)

7.1 The Cremona Municipal Library participates in the Alberta Public Library Network through Parkland Regional Library System in association with all of their affiliated organizations.

7.2 We are willing to lend materials from our collection to any other Library that is connected with the Parkland Regional Library System network.

7.3 To improve services to the community, Cremona Municipal Library shall work in partnership with other community agencies and organizations in areas of mutual interest.

7.4 The Library participates in The Alberta Library (TAL) card program and ME Libraries initiative by making its resources available to all library users who hold a valid TAL card or ME Libraries membership and ensuring that items belonging to other libraries are returned efficiently.

7.5 The library will endeavour to make known any restrictions on library resources and materials being loaned through Alberta Public Library Network and Parkland Regional Library System as well as members of The Alberta Library card program and ME Library initiatives.

Date Adopted: Nov. 2022

Last Policy Review Date: _____Oct. 2026____

8 Policy name: **Provisions for Persons Unable to Use Conventional Print Resources**
Libraries Regulation 7(2)(d)

8.1 Cremona Municipal Library, in conjunction with Parkland Regional Library System, will provide access to materials whenever possible following their procedures and guidelines for patrons unable to read conventional print. Some examples of materials may be:

- Large print books
- Audio books
- E-media
- Adaptive computer technology
- CNIB materials

8.2 The Library will provide access to materials in languages other than English if the need arises.

8.3 Provision of resources will also be made in co-operation with community agencies.

Date Adopted: Nov. 2022
Last Policy Review Date: _____Jan. 2025___

9 Policy name: **Loan of Library Resources**
Libraries Regulation 7(2)(e)

9.1 A patron must possess a valid cardholder account prior to borrowing materials. Cremona Municipal Library does not charge any fees for a Library Card at this time. Non-Resident library cards are assessed a fee by Parkland Regional Library Services ($60 annually) which Cremona Municipal Library waives.

9.2 The library offers three (3) categories of library cards.
- Adult – 16 years of age and older.
- Junior with Permission – 15 years of age and younger
- Junior without Permission – 15 years of age and younger

9.3 All patrons must possess and use their own library card.

9.4 Age information (D.O.B) and Parent/Guardian Permission will be registered for each Junior card.

9.5 Use of a written form for Parental/Guardian Permission – see Schedule 9A

9.6 A person who is 15 years of age and younger will not have access to, use of, or be able to borrow any restricted resources or materials unless they previously possess written Parental/Guardian Permission in accordance with *Libraries Regulations.*

9.7 Cremona Municipal Library will adhere to Parkland Regional Library System's current recommendations for loan period, number of renewals, and maximum number of loan items allowed.

9.8 Fines for late materials will be waived when materials are returned.

9.9 Damaged or lost materials will be charged to patron at replacement cost.

9.10 Items in the collection that are deemed irreplaceable by the Library Manager will not be circulated out of the Library building.

9.11 All materials are equally available to all members of the community and access to materials of a controversial nature will not be restricted.

9.12 Parents or legal guardians are responsible for controlling their children's access to materials.

Date Adopted: Nov. 2022
Last Policy Review Date: _____Oct. 2026____

Parent/Guardian Permission for Library Access by a Junior

Junior's Last Name & First Initial: _____

Parent/Guardian Last Name & First Initial: _____

Junior's Birth Month / Year:
____MM/YYYY_____

Parent/Guardian Acknowledgement

I acknowledge that, as the parent or guardian of a child under the age of 16, I am responsible for my child's presence in and use of the library. This responsibility includes my child's access to and use of library spaces, resources, materials, collections, programs, services, technology, internet, Wi-Fi, and other information available through the library.

I understand that the library provides access to a broad range of information, ideas, resources, and services for the community. I acknowledge that it is my responsibility as the parent or guardian to determine what library resources, services, and information are appropriate for my child.

By signing below, I acknowledge that:

- Library staff do not take the place of a parent or guardian in deciding what is appropriate for my child.
- I accept responsibility for my child's presence in the library and their access to and use of library resources and services.

Parent/Guardian Signature: _____

Date: ____DD/_____MM/_____YYYY.

Library Staff Initials: _____

For Library Use

Acknowledgement recorded on patron account in Polaris: ___Y/N_____ **Date recorded:** ___DD/MM/YYYY_____

Staff initials: _____

10 Policy name: **Electronic Media Access**

Libraries Regulation: 7(2)(c),(e)

The Village of Cremona Library Board and the Cremona Municipal Library supports access to electronic information that serves the needs of the community. The library aims to provide access equally and equitably to all library users. To ensure fair access to all persons, the library will establish and enforce rules, regulations, and procedures that regulate the time, manner, and place of all electronic media access.

10.1 The Library provides unfiltered public access to the Internet as a means of expanding information access to the widest variety of resources to all members of society. We uphold the principles of intellectual freedom and the public's right to know by providing people of all ages with access to information that reflects all points of view. (Policy 6)

10.2 The Library does not act in *locos parentis*. For patrons 15 years of age and younger, parents and guardians are responsible for supervising their children's access to all library resources, including computers, gaming systems, internet, and Wi-Fi.

10.3 The Library's computers are located in a public space shared by people of all ages and backgrounds. When using these computers and personal devices within the public space of the Library, individuals are required to do so in a responsible manner that respects the rights and privacy of others.

10.4 Any use of the Internet which violates local, provincial, or federal laws including the Criminal Code and Copyright Act, or creates a hostile environment for others, is prohibited on all library computers and personal devices operated within the Library. Canadian civil and criminal law prohibit display or dissemination of harassment, libel, slander, hate literature, child pornography, graphic pornography, illicit drug literature, obscene material, material tending to deprive any person of their rights, or material that is an affront to human dignity.

10.5 The Library's wireless network is a public, unsecured network. As with all public networks, users are at risk of having their information intercepted and viewed by others. Use of the Library's Internet service and wireless network is entirely at the risk of the user.

10.6 The Library is not responsible for any damage to personal devices, loss of data, loss of confidential information or any other damages that may occur while using the Library's Internet service or wireless network. The Library makes no guarantee that Internet content will be accurate, reliable, or safe for download or any other purpose.

10.7 While using Library owned electronic devices.

- No more than two people may use a terminal at one time due to space constraints.
- Downloads must be made to a personal portable storage device, not to the Library owned computer hard drive.
- The Library does not provide email accounts.
- Charges may be incurred for use of printers, scanners, and other peripheral devices. (see Policy 3.7)
- The Library is not responsible for risks incurred during downloads or use of hardware.
- Users may not modify or reconfigure software or hardware on Library owned electronic devices.
- The Library actively encourages respectful and tolerant interaction amongst all patrons.
- Bandwidth limits on wireless access may also be imposed.

10.8 Use of personal electronic devices will not be restricted during library hours unless the activity is deemed disruptive to other patrons or inappropriate for a public space.

10.9 Time limits on Library owned computers may be enforced at the discretion of library staff to ensure that all users have the opportunity to use internet resources.

10.10 Failure to comply with the Electronic Media Access Policy may result in suspension of Electronic Media Access privileges and/or a request to leave the library. Continued violation may result in suspension of library privileges.

Date Adopted: Nov. 2022
Last Policy Review Date: ____Oct. 2026_____

11 Policy name: **Hours of Service**

Libraries Regulation: 7(2)(f)

11.1 The Board will approve hours of operation for the Library based on recommendations from the Library Manager and in accordance with the Plan of Service.

11.2 The Library Manager is required to create a schedule where the Library is adequately staffed during hours of operation while following government regulations with consideration to Staff breaks.

11.3 Cremona Municipal Library will be closed on the following holidays.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Truth & Reconciliation Day
- Thanksgiving
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day

11.4 In the event of a change to hours of operation for the Library, a minimum period of two weeks' notice will be given for advertising the new hours.

11.5 The Library Manager may authorize an emergency closure in situations such as a power outage or extreme weather etc. Whenever possible the Library Manager will inform the Board Chair or at least one other Board Member of an emergency closure.

Date Adopted: Nov. 2022

Last Policy Review Date: ___Apr. 2024_____

12 Policy name: **Children's Library Access**

12.1 Cremona Municipal Library shall endeavour to provide effective and varied programs for all ages.

12.2 Parents may be required to sign a Waiver of Liability for any child under the age of 18 registered in a library program.

12.3 Parents or designated individual over the age of 16 are required to remain with any child under the age of 8 until registered library programming begins (within 15 mins) and when library programming ends (within 15 mins).

12.4 Children under the age of 8 may not attend the Library without being accompanied or supervised by a responsible person 16 years of age or older for liability reasons. This does not apply to participation in non-parented library programs.

12.5 The Library does not act in *locos parentis*. Parents and guardians are responsible for supervising and authorizing their children's access to all library resources, including the Internet. The Library believes in the freedom of the individual and the rights and obligations of parents to develop, interpret, and enforce their own code of acceptable conduct/reading upon their own household.

Date Adopted: Nov. 2022
Last Policy Review Date: __Oct. 2026_____

13 Policy name: **Animals in the Library**

To ensure that all users and staff of the Library are comfortable and safe.

13.1 Animals are not permitted in the Cremona Municipal Library with the exception of certified service dogs under the control of their handlers and/or animals involved in the delivery of Library programs.

13.2 Patrons with certified service dogs must be prepared to present documentation as per *The Service Dogs Act, Chapter S-7.5*.

Date Adopted: Nov. 2022
Last Policy Review Date: _____Apr, 2024____

14 Policy name: **Terms and Conditions for Use of Public Meeting Space**

Libraries Regulation 7(2)(g)

14.1 Cremona Municipal Library currently does not have any area of the building managed by the Board that is not normally used for Library purposes.

In the future, if a space becomes part of the Library that may be used as a public meeting space, terms and conditions including rental fees will need to be added to this policy.

Date Adopted: Nov. 2022
Last Policy Review Date: _____Apr. 2024____

15 Policy name: **Library Board**

Libraries Regulation: *The Alberta Libraries Act*

15.1 **Role of the Board:** The *Village of Cremona Library Board*, hereafter called the Board, is the corporate body empowered by law to operate the *Cremona Municipal Library* in accordance with the *Alberta Libraries Act* and has full management and control of the Library.

1. The role of a Board Member is to protect and advance the interests of the broader community by effectively governing the operations and promoting the development of the Cremona Municipal Library.

2. The Board is responsible for hiring and overseeing the Library Manager position and the Bookkeeper.

3. A person who is an employee of Cremona Municipal Library is not eligible to become a Board Member. To be eligible to be appointed to the Board, the applicant must be a member of the Cremona Municipal Library, must be the full age of 18 years, and be a Canadian citizen or landed immigrant and possess the following qualifications:
   A. A serious commitment to the provisions of Library services that meet the needs within this community
   B. The ability to attend Board meetings and be an active member of the Board
   C. Be willing to become familiar with Library law, standards, principles, and practices
   D. The desire to ensure that the Library provides broad and equitable access to the knowledge, information, and diversity of ideas needed by community residents
   E. A commitment to freedom of expression and inquiry for all people
   F. Be an ambassador to raise awareness of the Library and promote its services

4. The term of office for a Board Member, other than the annually appointed Village and County representatives, is three years. No member of the Board may serve more than 3 consecutive terms unless 2/3 of the Village Council passes a resolution stating that the member may be reappointed as a member for more than three consecutive terms subject to the act.

5. A member is disqualified from remaining on the Board if they fail to attend 3 consecutive meetings of the Board, unless they have been excused by the Board Chair. If a person is disqualified from remaining on the Board due to 3 consecutive, unexcused absences from Board meetings, that member is deemed to have resigned.

6. The Board will report to Village Council as soon as possible whenever a vacancy arises on the Board, and council shall fill that vacancy as soon as is reasonably possible to do so. The Board may advertise for new Board Members and all applications will be submitted to Village administration. Any application recommended by the Board will be forwarded to Village Council for final approval.

7. All Board members will sign and adhere to a Code of Ethics document – Schedule 15-A

15.2 **Organization of the Board:** The Village of Cremona Library Board recognizes the need to be structured and to operate in accordance with government regulations.

1. The Board will consist of between five and ten voting members appointed by the Village of Cremona Council, one member who shall be a member of the Village of Cremona Council and one member who shall be appointed by and be a representative of Mountain View County.

2. An organizational meeting will be held in November each year.

    - The Board will elect a Chairperson, Vice-Chairperson, Treasurer, and Secretary. Committee members will be appointed by the Board as required. The term for executive positions will be 1 year and a Board Member may not hold more than one office at a time. If the Chair position is vacated mid-term, the Vice-Chair may assume the Chair position or nominations can be accepted and the Board may elect a new Chair. If any other executive position on the Board becomes vacant mid-term, at the next regular meeting, the Chair will accept nominations and the Board may elect a member to fill the position.

    - At the organizational meeting members of the Board may volunteer, or the Board Chairperson may appoint members to each of the standing committees, to serve for one year until the next organizational meeting. Committee meetings may be held in person, online via Zoom, by email, or telephone.

      There shall be two (2) Standing Committees established by the Board, namely Finance and Governance. The Board may from time to time establish an Ad Hoc committee for a specific purpose. The Board shall name the committee, determine its composition, establish the work of the committee, and determine when the work of the committee is complete.

3. Executive Positions

    A. Chairperson:
    The Chairperson will supervise the affairs of the Board. This person will preside at all meetings of the Board and will appoint such committees and subcommittees as may be necessary to carry out the purposes of the Board. The Chairperson shall be an ex officio member of all committees.
        - Provides leadership to the Board
        - Develops the agenda for Board Meetings
        - Ensures that Board plans, policy and bylaws are followed
        - Authorizes calls for special meetings
        - Executes all documents authorized by the Board
        - May serve as a secondary Board Member with online banking access and signing authority in accordance with Finance policy 3.1.
        - With the Treasurer and the Library Manager, presents the Library budget

    B. Vice-Chairperson
        - The Vice-Chairperson will preside at meetings of the Board in the absence of the Chairperson
        - May serve as a secondary Board Member with online banking access and signing authority in accordance with Finance policy 3.1.

C. Secretary
   - Records and prepares the minutes of all regular Board Meetings
   - Ensures that Board Members receive minutes at least 4 business days in advance of meetings
   - May handle Board correspondence as required by the Chairperson
   - May serve as a secondary Board Member with online banking access and signing authority in accordance with Finance policy 3.1.

D. Treasurer
   Can, if qualified, fill the bookkeeping duties for the Library Board.
   The Treasurer reviews all payments for expenses incurred by the Library as the primary Board Member with online banking access and signing authority in accordance with Finance policy 3.1.
   - Sits on the Finance Committee
   - Monitors bookkeeping for the Library
   - Is familiar with applicable legislation
   - Ensures a financial status report is submitted to regular Board meetings
   - Assists the Library Manager or bookkeeper in the preparation of the annual financial report and ensures that it is properly audited, and submitted as required.
   - With the Board Chairperson and the Library Manager, presents the Library Budget

4. Standing Committees

A. Finance Committee
   - Monitors and recommends changes to policies pertaining to the finances.
   - Plans the annual budget with the Library Manager and submits it to the Board.
   - Ensures that adequate funds are secured to meet the needs of the budget as well as ensuring that grants and special funding are correctly applied for.
   - Oversees and advises the Board in the use and investment of reserve funds.
   - Recommends an auditor for annual audit of the Library's financial records.
   - Explores and seeks out new sources of funding.

B. Governance Committee
   - Ensures the implementation and adherence to Board policies and bylaws.
   - Reviews policies and bylaws according to review schedule of every 2 years
   - With input from Board members, committees and/or the Library Manager, formulates new bylaws and policies and brings them to the Board for approval.
   - Developing and ensuring implementation of The Plan of Service. The Plan of Service is to be updated and renewed every 5 years or less.

15.3 **Operation of the Board**

1. The Board will meet at least 6 times per year. Best practices currently followed is that the Board meets each month with the exceptions of July, August, and December which allows for meeting 9 times per year.
   A. Regular meetings shall be set by the Board Chair
   B. The quorum necessary for the Board to present and vote on a motion is 50%+ (Interpretation Act 17(2)(a))
   C. To pass a motion the vote must be a majority vote
   D. Staff may be present at Board meetings, but have no voting power
   E. All meetings shall be open to the public except when decisions require a closed session
   F. All approved minutes are accessible to the public
   G. Email voting is to be used in situations where quorum is necessary and has not been achieved in regular meetings

2. All board meetings are open to the public, except when in closed session in accordance with the provision under the Freedom of Information and Protection of Privacy Act, and everyone has a right to be present at public board meetings in person at in person meetings or virtually for virtual meetings. To assist the public in getting the most out of our meetings, we have created "Guidelines for Visitors" – Schedule 15-B.

3. Electronic Voting / Special Meetings.
   A. Special meetings may be called by the Board Chair or any 3 Board Members to deal with emergent and time-sensitive issues that arise between regular meetings.

   B. Electronic voting by Board Members will be permitted provided the following conditions are adhered to:
      - The Board Chair will ensure that all Board Members' email addresses are correct
      - The motion being voted on is stated clearly in the email
      - A reasonable amount of time is allowed for email discussion prior to the vote, the deadline for which is to be clearly outlined in the email
      - The email vote will only take place after all discussion is completed
      - A quorum is achieved in the email respondents as is necessary for voting
      - A hard copy of the motion/ email votes is to be kept in the minutes

4. Planning
   The Board shall conduct needs assessment activities and develop a Plan of Service every five years.

5. Governance Review
   The Board shall conduct a review of policy and bylaw documents every two years.

6. Tally of Hours
   A. All Board Members may submit a tally of volunteer hours for extra projects, executive duties, special events, and courses in the regular meetings for annual reporting and grant purposes.
   B. Meeting hours and volunteer hours will be tracked by the Library Manager through the minutes.

15.4 **Appreciation of Volunteer Service by Board Members**

The board will show appreciation of volunteer service to any leaving board member who has completed at least one term or has shown exceptional service (at the discretion of the board).

A presentation of a small gift (up to $25) and a $50 gift card supporting a local business is acceptable as appreciation except for elected officials serving on the board as they are prohibited from accepting gifts.

Date Adopted: Nov. 2022
Last Policy Review Date: _____Oct. 2026____

Village of Cremona Library Board

Code of Ethics

Library Boards exist to develop, promote, and monitor library services as a public trust. Board members should observe ethical standards with truth, integrity, and honour. To this end, Village of Cremona Library Board members shall carry out their duties in an ethical and businesslike manner and be committed to the following principles:

Accountability

- The duty of the Board member is to the Cremona Municipal Library and the Village of Cremona Library Board rather than to any individual, community group or special interest.
- Board members are accountable to exercise the powers and discharge the duties of their office honestly, in good faith, and in the best interests of Cremona Municipal Library.
- This accountability supersedes the personal interest of any Board member acting as an individual or consumer of Cremona Municipal Library services.
- Board members shall demonstrate respect and work harmoniously with each other, with Cremona Municipal Library employees and with all those associated with Cremona Municipal Library.
- Board members shall not publicly demean nor disparage Cremona Municipal Library or the Village of Cremona Library Board as an organization.
- Board members shall not publicly impugn the motives, abilities or personalities of fellow Board members or Cremona Municipal Library employees.
- Board members' interactions with the Library Manager or Cremona Municipal Library employees must recognize that any individual Board member does not have authority over others other than that is explicitly stated in Board policy.
- Individual board members must support the decisions of the Board even though they may not have voted in favour. The time to air questions and disagreement is before the decision, not after. The Board speaks with one voice outside the confines of Board meetings.

Conflict of Interest

- Board members should distinguish between their personal views and those of the institution by respecting the position of the Board, even though they may disagree.
- If a conflict of personal, financial or other interest should arise, the member shall declare his/her conflict of interest prior to any discussion and shall be absent from any portion of the meeting in which the matter is discussed and voted on.
- A Board member who abstains from participation due to conflict of interest is still included in determining quorum and the minutes must record all declarations of personal, financial, and other conflicts of interests, including the nature for such declaration.

Confidentiality

- Board members should respect the confidential nature of library records within the framework which allows for the monitoring of material usage and the need for public accounting.

- Board members shall not share information designated as confidential, either directly or indirectly, to anyone.
- Board members shall not use designated confidential information for personal profit either used by themselves or any other person.
- Board members will respect the confidentiality of their position in perpetuity and return all materials to Cremona Municipal Library upon the expiration of their Board term.

Acceptance of Gifts

- Board members must avoid situations where personal advantage or financial benefits may be gained at the expense of other library users.
- As an appointed volunteer on behalf of the community, Board members shall not accept a gift, money, favour, or service from any individual, organization, or corporation, other than the normal exchange of hospitality between persons doing business together. The exchange of promotional items or business tokens as part of regular protocol and normal participation in public functions is acceptable.

Training and Development

- Board members are expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations.
- Board members will access their board member binders to ensure they are acquainted with the current documents of the board as well as the Libraries Act and Library Regulations governing Board operations so that decisions of the Board may be made in an efficient, knowledgeable, and precise manner.

Uphold Library Principles and Values

- The primary goal of public library Board members is to ensure that the public has access to the most complete and highest quality library services possible and therefore uphold the most basic library principles such as providing free access to information, lifelong learning, intellectual freedom, barrier free access and diversity and inclusion.

Violation of the Code of Ethics

- The Board Chair is responsible for handling all reports of Board member violations of the Board Member Code of Ethics policy.
    - The Board Chair will discuss the issue with the member concerned;
    - If unresolved, the Board Chair will refer the issue to the Board as a whole.

I, _____ agree to adhere to this Board Member Code of Ethics as part of my duties as an appointed member of the Village of Cremona Library Board.

Signed name: _____ Date: _____

Printed name: _____

Witnessed by Board Chair: _____

Village of Cremona Library Board

GUIDELINES FOR VISITORS

These Guidelines help prepare Visitors' expectations in instances where they attend meetings of the Village of Cremona Library Board, or their committees. It is the expectation that the business of these meetings can proceed appropriately and with full attention to a safe, comfortable and secure environment for all meeting participants.

a) Village of Cremona Library Board meetings are open to the public except for matters which may be deemed to be confidential. Confidential matters are addressed by the Village of Cremona Library Board in closed session in accordance with the provisions under FOIP. Visitors (i.e. non-Board members) are welcome to attend Open Session segments of Village of Cremona Library Board meetings.

b) Visitors will exit the meeting immediately upon completion of the Open Session of the meeting or at the request of the Chair (see especially, g), below).

c) Visitors may only attend Closed Session segments of Village of Cremona Library Board meetings by invitation and subject to Board confirmation when a duly moved and seconded motion is approved confirming the invitation at the time the Board moves into Closed Session.

d) All meetings of Board Committees are Closed. Attendance of Visitors (i.e. non-Committee members) at one of these Closed meetings is limited to those invited by the Committee Chair.

e) It is recommended that Visitors who wish to attend an Open Session of a Village of Cremona Library Board meeting to observe the proceedings advise the Library Manager in advance of their intentions so appropriate accommodations can be made. Such Visitors may be required to sign-in upon arrival at the meeting and the names provided through this process may be listed among the attendees included in the official minutes of the meeting. Visitors may also be asked to comply with measures to address safety and security considerations. Whenever possible, these measures will be conveyed to Visitors in advance of their arrival at the meeting.

f) Visitors attending meetings of the Village of Cremona Library Board and Committees do not have speaking privileges unless they have been advised of such privileges in advance of the meeting (e.g. resource personnel, invited presenters) or, at the meeting in response to due process, provided with speaking privileges.

g) Interference with the progress of a meeting by a Visitor will not be permitted and any Visitor who attempts to impede the business of the meeting will be instructed by the meeting Chair to leave. In such circumstances, the Visitor will exit the meeting immediately.

h) No audio or visual, or audio and visual record or transmittal by any Visitor of any Village of Cremona Library Board or Board Committees is permitted without prior approval by the Chair of the relevant meeting.

16 Policy name: **Freedom of Information and Protection of Privacy**

Libraries Regulation: Alberta FOIP Act

Statement: The Village of Cremona Library Board and the Cremona Municipal Library are subject to and adhere to the current Alberta Freedom of Information and Protection of Privacy Act legislation.

Date Adopted: Nov. 2022
Last Policy Review Date: _____Jun. 2024_____

17 Policy name: **Workplace Violence, Harassment, & Other Unacceptable Behaviour**

Libraries Regulation: OH&S code part 27

17.1 Policy

A. The Village of Cremona Library Board and the Cremona Municipal Library are committed to providing a safe and secure working environment that is free from violence, harassment, threats, intimidation, and other unacceptable behaviour.

B. The Board and Library will take seriously all reported incidents, investigate thoroughly, and take corrective action in a timely manner.

C. The Board and Library will respect confidentiality regarding personal information and specifics to incidents whenever possible with the following exceptions:
   - Where necessary to investigate the incident or to take corrective action, or to inform the parties involved in the incident of the results of the investigation and any corrective action to be taken to address the incident,
   - Where necessary to inform workers of a specific or general threat of violence or potential violence, or,
   - As required by law.

D. The Board and Library does not intend that this policy discourages anyone from exercising their rights granted in any other law including the Alberta Human Rights Act.

E. This policy applies to all employees, volunteers, students, patrons, visitors, and persons engaged in business with the Library. The Board realizes that each individual may have differing levels of concern or security and the Board is committed to ensuring that each individual is provided safety and security at their level.

F. This policy is applicable at all workplace settings where Library business is conducted whether in the Library or off-site.

17.2 Procedure

A. The Board will provide support for this policy through resources, training, and education initiatives and appropriate control measures. The Library will inform, ensure awareness, and encourage compliance with respect to appropriate behavior.

B. The extent of violence, harassment, and/ or inappropriate behaviour can be a result of interpersonal interactions. Incidents may occur in the form of personal injury (ranging from emotional discomfort to physical injury up to causing death) or in the form of property damage/ destruction.

C. Any employee, volunteer, patron, or visitor witnessing or experiencing imminent danger should call 911 and/ or request assistance from the Library Staff, the Village Office and/ or other citizens in the area. If an incident is not critical then it should be reported to the Library Manager and subsequently to the Board.

D. All employees of the Library who observe or become aware of an incident of violence, harassment, or a potentially dangerous situation, will immediately notify the Manager to create a report. To report an incident, the Board requests completion of an “Incident Report” form. (Schedule 17-A)

Employees should also notify the Manager if a restraining order is in effect or if a potentially violent or harassing non-work-related situation exists that could result in violence or harassment in the workplace.

E. All reports of workplace violence or harassment will be taken seriously and will be investigated promptly and thoroughly by the Library Manager and/or Library Board. All parties involved in an Incident Report will be interviewed. Potentially dangerous situations and precautionary measures will be communicated to workers who are potentially affected.

   To the extent practical, the Library will maintain the confidentiality of the individuals connected with the Incident Report and the investigation. The results of the investigation will be shared only with those who are responsible for taking corrective action/ discipline.

   All physical assaults will be reported to the police, as will any behaviour or threat of violence or harassment requiring police intervention or follow-up.

F. The Library Board will take appropriate action in an effort to ensure that violence, harassment, and/ or unacceptable behaviour is not repeated. However, not every complaint will warrant corrective action. Rather, corrective action will be determined on a case-by-case basis.

   Once the Board receives a report and completes the investigation, all parties will be informed of the disciplinary action to be taken or any recommendations for the future.

G. All records of Incident Reports and investigations are kept on file in accordance with the Freedom of Information and Protection of Privacy Act (FOIP) and Personal Information Protection Act (PIPA) regulations.

Date Adopted: Nov. 2022
Last Policy Review Date: ___Jun. 2024_____

Incident Report

Instructions: Please complete this form after an incident on the Library premises or off-site location while conducting Library business. Additional paper may be used if there are more details to relay than this form allows. An incident can be altercations with or among patrons, events that occurred that are dangerous to the Staff or public, or where the police or emergency services were summoned. Submit the completed report to the Library Manager and Library Board.

Date and time of incident:

Name of reporting Staff:

Location of incident:

Patron(s) involved (provide names if known):

Describe the incident (to the fullest extent reasonable):

Were security / police / emergency services called? Yes _____ No __

If yes, please provide detail of who responded (include name of officers) and how the incident was handled:

What follow-up by Administration is recommended?

What actions should the Library take to prevent a recurrence of a similar incident?

_____ _____

Signature Date

18 Policy name: **Working Alone**

Libraries Regulation: OH&S part 28

The Village of Cremona Library Board and the Cremona Municipal Library are committed to providing a safe and secure working environment when employees are working alone.

18.1 The Board and Library will ensure that the facility is equipped with a working landline telephone, Internet access, and are within a cell phone service area.

18.2 The Library will have a current contact list posted with phone numbers for the Library Manager, Board Members, employees, Village Office, and emergency services. Important information also posted will include the Library address and phone number.

18.3 Being located centrally within the Village, there are several nearby locations with other people available for assistance if needed.

Date Adopted: Nov. 2022

Last Policy Review Date: ___Jun. 2024_____

19 Policy name: **Hazard Assessment and Control Policy**
Libraries Regulation: OH&S code Part 2

The Village of Cremona Library Board and Cremona Municipal Library will conduct standardized Hazard Assessments on the Library and adjacent grounds to identify current or potential health and safety hazards.

Effective control measures will be implemented in compliance with applicable legislation.

Hazard Assessments are to be completed every two years or as conditions or tasks change.

- Use the document enclosed as Schedule 19-A

Recommended control measures will be established and actions will be completed as soon as reasonably practical.

Date Adopted: Nov. 2022
Last Policy Review Date: _____Sept. 2024 __

Formal Hazard Assessment and Control

Job/Position/Work Type: Cremona Municipal Library Manager/ Library Assistant/ Volunteers	Date of Assessment:
Assessment performed by (names):	Reviewed/Revised:

Activity/Task (List all tasks and activities of the job/work)	**Description of Hazard** Note: There may be more than one hazard associated with an activity or task	**Likely-hood:** **1**. Unlikely **2**. Might Happen **3**. Highly Likely	**Severity**: **1. Minor**- possible minor injury **2. Moderate**- injury requiring medical attention **3. Serious**- severe injury, occupational illness **4. Critical**- Death or irreversible damage.	**Risk Total**:	**Rating**: Low Risk 2-3 Mod. Risk 4-5 High Risk 6-7	**Hierarchy of Hazard Controls**: (OH&S Code 2009, Part 2 Section 9) **(E/S) Elimination/Substitution** if this is not an option the following hierarchy of controls is to be followed: **(EC) –** Engineering Controls **(AC) –** Administrative Controls **(PPE) –** Personal Protective Equipment
		A	**B**	**A + B**		
Traversing the workspace, entering/ exiting the building.	-Struck by vehicle -Encounter with insects and animals - Poor lighting - Uneven, slippery ground (slips, trips, falls) -Damaged flooring -Cluttered walkways					**(EC) –** parking lot lighting **(AC) –** Regular inspections, step stools available, use of cord covers on cords crossing aisles/ walk ways, good housekeeping and be aware of surroundings, signage at slippery/ uneven areas. Report slipping/tripping hazards and incidents to Village Office, report wildlife/ animal issues to Village Office. Contact 911 as required for serious injuries. Avoid distracted walking and driving, yield to vehicle traffic. **(PPE) –** Task and weather appropriate footwear and clothing.
Lifting, moving materials, shelving books, handling orders, shipping/ receiving deliveries and supplies. Working at heights. Setting up displays.	- Musculoskeletal injuries - Collision with pedestrian traffic - Falling objects - Repetitive strain/ sprain, fatigue, - Awkward postures - Slips, trips, and falls, - Improper lifting					**(EC) –** Use of carts and dollies to move heavy/awkward loads. **(AC) –** Review lifting and filing practices and procedures, stretching, micro-breaks. Request assistance when lifting heavy, awkward objects. Use a spotter. Follow ladder/step stool procedures. Fall Protection Plan (as required). **(PPE) –** Task and weather appropriate clothing and footwear, gloves as required.
Dealing with Staff and/ or public.	-Physical violence -Harassment -Stress					**(AC) –** Orientation/ training, when possible work together, take regular breaks, stay

Public interactions, meetings, and/ or events.	-Fatigue -Exposure to biohazardous material (germs, viruses, blood)					hydrated. Signage indicating activity upon approach, review harassment and violence policy, working alone procedures. Healthy personal habits, work-life balance, ask for assistance if needed. **(PPE) –** Face masks and hand sanitizer, disposable gloves
Working at the computer	-Repetitive strain injuries - Fatigue - Muscle stiffness - Prolonged sitting - Awkward postures - Eye strain					**(EC) –** Ergonomic set-up of work station, anti-glare screens or monitors. **(AC) –** Stretching, micro-breaks, work station ergonomic assessment.
Working with office equipment (phone, photocopier, scanner, fax machine, etc.)	-Cuts/ contusions -Burns -Electrical shock -Repetitive strain injuries -Fatigue -Awkward postures -Hazardous materials (toner, fire extinguisher)					**(EC) –** Guards on equipment **(AC) –**Stretch, take breaks as necessary, tag out and repair/ replace old unsafe equipment. Maintain clutter free work area, use the right tool for the job, regular inspections, service and maintenance. Review and follow safe work practices, procedures and safety bulletins, review Safety Data Sheet when working with chemicals, fill filing cabinets from bottom to top, request assistance when lifting heavy, awkward objects.
General cleaning and washroom maintenance	- Dusts - Exposure to chemicals/ biohazards					**(EC) –** Closed cabinet for chemical storage **(AC) –** Training, safe work procedures, appropriate equipment on hand, regular schedule for custodial cleaning. **(PPE) –** Disposable gloves.
Library building emergency and/ or evacuation	- Burns -Smoke/ chemical inhalation - Physical injury - Violence - Extreme weather conditions (blizzard, tornado etc.) - Building collapse - Infrastructure failure (damaged water line causing flooding) - Chemical release - Blocked emergency Exits					**(AC) –** Orientation/ training, review and follow emergency procedures. Familiarize yourself with the Library layout and emergency exit locations as well as alternate exit points, fire extinguishers, Automated External Defibrillator (AED), and nearest assembly point. Report to 911 (if required). Report blocked emergency exits.
Working Alone	- Lack of communication - Isolation - Medical emergency - Sudden illness - Harassment and/ or Violence					**(ES) –** When possible, do not work alone. **(EC) –** Lock the door when possible. **(AC) –** Access to communication device, review policy/ procedures, scheduling.

20 policy name: **Social Media, Publicity, and Community Relations**

The Cremona Municipal Library and the Village of Cremona Library Board supports open dialogue and exchange of ideas with the community at large. We endorse the use of social media, library displays, involvement with community newsletters, and engagement with all other media platforms to enhance communication, collaboration, and to promote our positive impact on the community through our service and programs.

20.1. Purpose: This policy is intended to provide a framework for staff, volunteers, and Board members to engage our patrons and community members within media platforms in a manner consistent with the Board's mission, vision, and values.

20.2. Definitions:

20.2.1 Social media – is defined as an interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. **Cremona Municipal Library's website is the official channel of digital communication for the Library. Social media spaces established by Cremona Municipal Library should supplement the website and be collaborative, interactive and engaging to the wider community. (eg. Facebook pages)

20.2.2 Library displays – are bulletin boards, and brochure display areas within and/or operated by Cremona Municipal Library.

20.2.3 Community newsletters – are printed or electronic reports containing news concerning the activities of an area that is distributed to its members, customers or other subscribers. (eg. Cremona FCSS Newsletter, Cremona School Newsletter, etc.)

20.2.4 All other media platforms – television, radio, magazine, or newspaper.

20.3 The Library will use social media, use library displays, have involvement in community newsletters, and/or engage with any other media platforms in support of the following objectives:

20.3.1 To provide information on and promote Library services, programs, and activities.

20.3.2 To highlight community events, activities, resources, and issues.

20.3.3 To provide a simple method for patrons to provide feedback on Library services and to request assistance.

20.3.4 To collect information on community needs and preferences.

20.3.5 To build and sustain community.

20.4 The Library will configure media coverage settings to best meet the objectives defined in the policy.

20.5 The Library reserves the right to delete, remove, or not accept to participate with any content that the Library believes, in its discretion, is objectionable.

20.6 Participation in Cremona Municipal Library's social networking sites, library displays, community newsletter posts and/or engagement with any other media platforms implies agreement with all Library policies including the Social Media, Publicity, and Community Relations Policy, Workplace Violence, Harassment, & Other Unacceptable Behaviour Policy, Electronic Media Access Policy and Freedom of Information and Protection of Privacy Policy.

20.7 Cremona Municipal Library recognizes and respects differences in opinion. All social media interactions and library displays are regularly monitored and reviewed for content and relevance. Postings which contain the following will be removed:

- Obscenity
- Any form of "Hate Speech"
- Discriminatory content, harassment, or bullying
- Inflammatory or demeaning content (personal attacks, threatening language)
- Potentially libellous statements
- Plagiarized and copyrighted material
- Content which is out of context or not related to the discussion
- Personal information published without consent
- Commercial promotion, self promotion, or spam
- External hyperlinks not related to the discussion
- Content that advocates or promotes a particular political, religious, or philosophic position
- Petitions, surveys and pledge forms for any organization other than Cremona Municipal Library and/or the Village of Cremona Library Board.
- Content that invites participation in medical research, including trials or testing.
- Contests, unless offered through non-profit or government organizations

20.8 The Library reserves the right to ban or block individuals from social media posting or access where there is repeated posting of objectionable content. Also, in cases where the social media interface and functionality makes blocking the effective way of dealing with objectional posts.

20.9 Documentation will be kept of any comments that are removed and individuals that are banned or blocked.

20.10 Library displays are available for posting information. Only material that meets the following criteria will be considered for display.

- Notices of community interest: non-profit cultural, recreational or educational community events and activities (eg. concerts, theatre, art gallery)
- Publicity materials from non-profit or community based organizations, government agencies, the Village of Cremona, Mountain View County, and its agencies or boards. (eg, fundraisers)
- Publicity materials for 1-3 day community based artisanal craft sales and markets (eg. Winterfest, Christmas in the Village)
- Publicity for educational courses and programs conducted by non-profit organizations, publicly funded educational institutions or professional associations.

20.11 Staff and Board members must respect the privacy and confidentiality of library patrons. Personal information should never be shared publicly without consent.

20.12 The Library does not accept any responsibility for any content appearing on its online and social media channels that does not originate from staff members, or authorized external contributors.

20.13 Only the Library Manager, Board Chair, and/or staff members authorized by the Library Manager may post to social media, post to library displays, add content in a community newsletter, or engage with all other media platforms on behalf of the Cremona Municipal Library.

20.14 Any post to social media, library displays, content in a community newsletter, or comments made to all other media platforms representing the Library will be made from a Library account. No staff or Board member will claim to represent the Library when posting from a personal account.

20.15 Postings, comments, and all online content posted by staff members to any media shall reflect the mission, vision, and values of the Library.

20.16 Any media content created by staff members as part of their employment responsibilities is the property of the Library and not the employee.

20.17 In the event of a crisis or emergency situation, the library manager or designated staff member will serve as the primary media contact and spokesperson.

Date Adopted: _Mar. 2024__
Last policy review date: _____

21 policy name: **Equity, Diversity, and Belonging**

The Cremona Municipal Library and the Village of Cremona Library Board are committed to equity, diversity, and belonging. We value diversity and foster social inclusion. Everyone has the right to feel respected, safe, valued, and should feel encouraged to realize their potential within Cremona Municipal Library. To ensure that, we strive to eliminate societal barriers and create a welcoming space in our programs, delivery of services, internal operations, and overall institutional culture. It is our responsibility to our patrons to build and maintain an environment that promotes equity, diversity, inclusion, and dignity for all.

21.1 Cremona Municipal Library and the Village of Cremona Library Board recognize the *Canadian Federation of Library Association's* (CFLA) position statement on Diversity and Inclusion.



The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

21.2 Cremona Municipal Library and the Village of Cremona Library Board acknowledge that the Cremona Municipal Library is situated on the traditional territories of the Niitsitapi (Blackfoot) and the people of the Treaty 7 region in Southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuut'ina and the Stoney Nakoda First Nations, including Chiniki, Bearpaw, and Wesley First Nations. The area is also home to Métis Nation of Alberta, Region III. We honour the indigenous peoples who have stewarded this land throughout the generations. We recognize their enduring connection to this territory and express our gratitude for their contribution to our community. We are committed to fostering understanding, respect, and reconciliation with indigenous peoples both within our library and in the broader community.

Date adopted:__Apr. 2024___
Last Policy Review Date:_____